

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL  
COMMUNICATION QUEUING  
Application No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2614  
Docket No.: SBL0001US Confirmation No.: 6841

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Austin, Texas  
December 31, 2007

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated October 30, 2007, having a shortened statutory period expiring on January 30, 2008. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks/Arguments begin on page 7 of this paper.

Entered  
w/ACE  
1-20-08  
DBL  
2-15-08

Do not Enter  
ON  
1/16/08